



Date
23 July 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00775

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 7 May, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in responding to your request.

In your email you have requested the information shown verbatim in bold below:

“When I worked as a P&TO in the 1970s, the protocol in place was that when balancing the end of week account for your individual stock, any shortfall of 50 pence or less was expected to be defrayed by you; anything more than that was recorded as a loss. As a follow-up FOI request, please advise what comparable protocol, if any, was in place between 1999 and 2006 in Post Office run branch offices to deal with any losses identified when using the Fujitsu Horizon system in those branch offices?”

We can confirm that Post Office does not hold the information you have requested.

We have carried out extensive searches of our records. Although, we have been able to locate a document from June 2006, this document does not hold any responsive information for the time period 1999 to 2006.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40

working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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